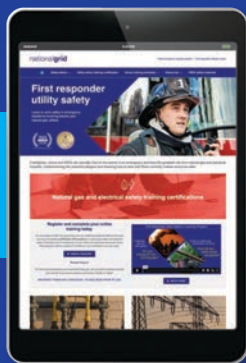


First Responder Utility Safety Training Program

Prepare today
for tomorrow's
emergencies.



Keep yourself, your team and
the public safe. Get started today:
firstresponder.ngridsafety.com



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To report emergencies, call 911 and National Grid immediately.



In case of gas emergencies:

Massachusetts

911 and 1-800-233-5325

New York

Long Island and the Rockaways:

911 and 1-800-490-0045

Metro New York:

911 and 1-718-643-4050

Upstate New York:

911 and 1-800-892-2345

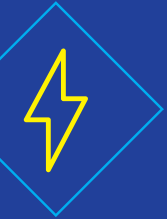
In case of electric emergencies:

Massachusetts

911 and 1-800-465-1212

Upstate New York

911 and 1-800-867-5222



Teamwork. Trust. Training.

Your colleagues and community rely on your expertise when you're called to action, whether for a fire, accident, security issue or medical crisis. Being equipped to handle situations involving natural gas and electrical hazards is vital.

National Grid offers a complimentary, customizable training program designed to empower first responders like you. This initiative equips you with the skills necessary to effectively recognize and respond to the potential dangers arising from utility-related risks.

Real-world, user-friendly training is never more than a click away.

Our robust training courses were expertly designed with the help of safety professionals and experienced fire chiefs, and are chock-full of the critical guidance that first responders like you need to address utility-related emergencies with confidence and ease.

Train at your own pace, on your own time via a modular, interactive interface that includes straightforward navigation and a variety of useful tools to enrich your experience, such as:

- Relevant visual aids to increase understanding
- Definitions of important terms
- Frequent knowledge checks
- Practical user notes
- Supplemental resources to reinforce the lessons

An important professional development milestone.

Once you've successfully completed your training, you'll receive a certificate of completion for your training files. The program may also serve to satisfy your department's utility safety training requirements.

Get started today!

1. Register at firstresponder.ngridsafety.com.



Point your phone's camera at or scan this code to visit firstresponder.ngridsafety.com.

Once you create your user ID and password, you'll be able to access all the e-learning modules and resources.

2. Complete the course at your own pace, on your own schedule.

Begin your utility safety training, one module at a time.





Equip yourself with the skills to confidently respond to natural gas and electrical emergencies.

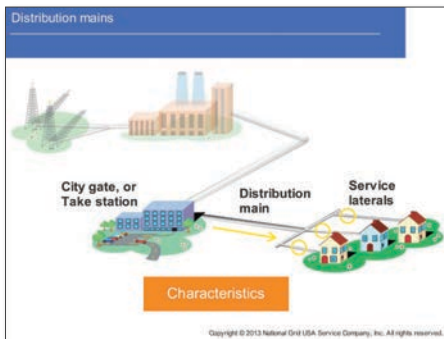
Whether it's natural gas or electricity at the forefront or playing a supporting role in an emergency, readiness is key. Understanding the potential hazards and deploying targeted response tactics is crucial for safeguarding yourself, your team and the community. The First Responder Utility Safety Training program consists of two courses of study:



Natural gas safety training certification – Provides you with the information you need to safely identify and respond to incidents that involve natural gas pipelines and other natural gas facilities.



Electrical safety training certification – Gives you the information you need to safely identify and respond to incidents that involve electric power lines and other facilities.



Natural gas safety – Module 1

You'll begin with a general overview

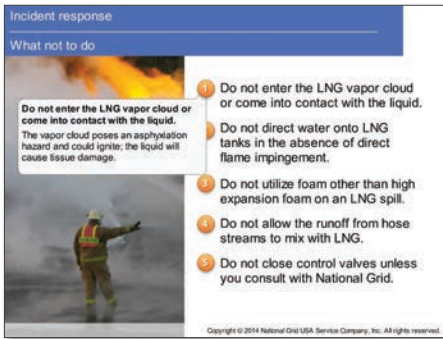
The interactive self-study modules start with the basic properties, characteristics and behaviors of natural gas and electricity. You'll also learn about the equipment used to transport these energy sources, as well as general precautions associated with gas and electric facilities.



Gas incident management – Module 4

...followed by targeted response tactics

Once you're familiar with the basic principles of natural gas and electric facilities, you'll learn about specific response tactics for the most common utility-related incidents. For example, how to respond to carbon monoxide events and natural gas leaks, and safety measures for downed power lines.



Natural gas safety – Module 6

...and advanced training.

You'll also get some training on how to deal with specialized gas and electric utility-related hazards. In the gas course, for example, you'll learn how to handle excavation-related damages to gas pipelines and incidents involving coal tar pipe wrap, gas odorant spills, gas pipeline liquids and manholes. The gas course also covers liquefied natural gas (LNG) facilities and LNG transport trailers. Specialized training in the electric course covers PV solar technology and response tactics for incidents involving these systems.

First Responder Utility Safety Training – complete curriculum



Natural gas safety training certification

- Module 1: Gas distribution system (30 minutes)
- Module 2: Properties and characteristics of natural gas (20 minutes)
- Module 3: Carbon monoxide poisoning (20 minutes)
- Module 4: Gas incident management (30 minutes)
- Module 5: Additional potential hazards and response tactics (30 minutes)
- Module 6: Liquefied natural gas (LNG) (45 minutes)
- Module 7: LNG transport (30 minutes)

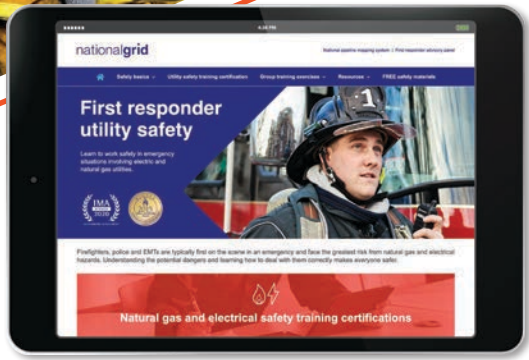


Electrical safety training certification

- Module 1: Electrical safety basics (30 minutes)
- Module 2: Electrical distribution system (35 minutes)
- Module 3: Fires involving electrical facilities (35 minutes)
- Module 4: Downed power lines (20 minutes)
- Module 5: Solar power: Get the facts (10 minutes)
- Module 6: PV solar system basics (25 minutes)
- Module 7: PV solar system incident response tactics (25 minutes)



Keep yourself, your team and the public safe. Register and complete your online training at **firstresponder.ngridsafety.com**.



What are other first responders saying about the program?



“I have over 25 years on a municipal Fire Department. I couldn't believe how much I learned!”

“Excellent course. All first responders should take this program. Very comprehensive and easy to understand.”



“Highly informative and has helped me refresh on my response to these types of incidents.”

Natural gas group training exercises

Learning utility incident response tactics as a group promotes teamwork. It also enhances safety by ensuring consistent response from everyone on the team.



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Gas safety training exercises

National Grid Group Training Exercise #1

This training resource is intended to provide a perspective as you reflect on emergency operations and to be supplementing (not replacing) your operating procedures in the event of an incident.

Training Officer:
Print pages # 1 and 3 and hand them out to all participants so they can follow along for the discussion.


Gas Leaks

Gas main leak with no ignition

A contractor installing a water main at 5 South Street struck and ruptured a gas line along the excavation. The contractor closed 911 and closed 303 but closed the gas. Control remained in place with a 1.2-mile-long four-inch main. Four engine company and crew have been assigned by the Incident. You will act as the first on-scene or the Incident Commander until you receive your dispatch center recall. You will receive several 911 calls from nearby residents including a smell of gas in the area.

The area involved is a residential neighborhood and several residents are reporting that the smell of gas has entered their homes. Mike Nicks, who lives at 15 South Street, calls 911 and reports the strong smell of gas in his basement.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation depicted in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

<p>1. What instructions should be given to the callers who smell gas in the area?</p> <p>The dispatcher should advise callers who are small gas to evacuate their residence and the affected area that surrounds. They should be advised to report to the 911 and arriving the Officer for additional evacuation instructions.</p> <p>Please see Module 4. Arriving on the scene. Evacuate occupants.</p>	<p>the officer should assign personnel to tasks that are their specialties.</p> <p>Please see Module 4. Universal response tactics. Arriving on the scene. Pre-incident.</p>
<p>2. During response, how do you prepare yourself and your crew for the situation?</p> <p>As your crew moves toward the incident scene, updates on the situation should be shared with all crew members and</p>	<p>the contractor has National Grid or the local natural gas utility has been advised of the situation and a monitoring should be verified through the dispatch center after you have given your on-scene report.</p> <p>Please see Module 4. When it's not Arriving on the scene.</p>

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Gas safety training exercises

National Grid Group Training Exercise #4

This training resource is intended to provide a perspective as you reflect on emergency operations and to be supplementing (not replacing) your operating procedures in the event of an incident.


Training Officer:
Print pages # 1 and 3 and hand them out to all participants so they can follow along for the discussion.

Carbon Monoxide Poisoning

Residents overcome by carbon monoxide

An ambulance crew has been dispatched to 432 Bridge Road, Apartment #12, for a 40-year-old male having difficulty with his symptoms. Ten minutes after arrival, the ambulance crew calls the dispatch center and indicates that the carbon monoxide CO alarm on the medical kit that they took into the home has gone into alarm and a police officer who responded with the ambulance team is. You are advised to respond to this incident and provide support to the ambulance crew. You relate a response with a single engine containing a three-person crew.

As a crew, please work together to address the following response-related questions. Upon arrival, you encounter the situation depicted in the photo.



Training Officer Guidance | Questions and Answers

Relevant sections of the National Grid Natural Gas Safety Training Certification Program are listed below the answers where appropriate. Answers without a corresponding reference reflect fire service best practices or are derived from National Grid internal response protocols.

Initial response questions to consider

<p>1. What should the ambulance crew do prior to your scene arrival?</p> <p>If you suspect CO poisoning, evacuate the building and have some victims get fresh air and avoid immediate medical attention. If the building gases natural gas, notify National Grid or the local natural gas utility as soon as possible through your dispatcher. The ambulance crew should notify the patient and themselves from the structure and initiate treatment of both the patient and the 2nd officer in the ambulance. Transport of these two patients to the hospital should not be delayed.</p>	<p>2. What are the characteristics of carbon monoxide?</p> <p>CO is a colorless, odorless and poisonous gas that displaces oxygen in a person's bloodstream and therefore can be deadly. CO is produced when combustion of any fuel—such as heating oil, gasoline, diesel fuel, propane, kerosene, natural gas, and charcoal—is used—unless proper venting occurs. Each year approximately 60 people in the U.S. die from carbon-related CO poisoning, making it the leading cause of winter poisoning deaths.</p>
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The group training exercises cover the four most common natural gas-related fire service calls, with real-world scenarios and Q&A learning practices. The training exercises are downloadable from the website at firstresponder.ngridsafety.com and can be printed and used by training officers for personal use, in training seminars and as a supplement to the e-learning certification program.

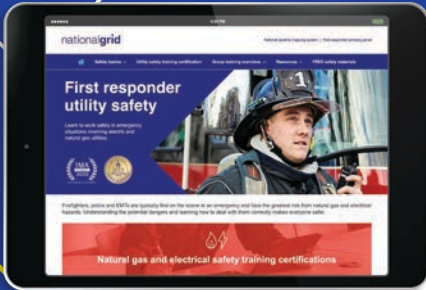
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Topsfield, MA 01983



**Keep yourself, your team and the public safe.
Register and complete your online training today.**

Visit firstresponder.ngridsafety.com and connect with us on



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